



Provider Communication Bulletin #61

September 29, 2016

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AlphaMCS Downtime Notification

AlphaMCS will be down and unavailable on Sunday, October 2, 2016 from 10 a.m.-2 p.m. Please make sure you are logged out of AlphaMCS prior to 10 a.m.

Don't Miss the November Provider Forum!

The next Provider Forum, scheduled for November 8, 2016 at 1 p.m., will feature spotlights and information from Partners' various departments. This is a great opportunity to learn about each of the departments and any changes in their scope of work.

If you plan to attend, please register by selecting the location below:

- [901 S. New Hope Rd., Gastonia NC 28054](#)
- [200 Elkin Business Park Dr., Elkin NC 28261](#)
- [1985 Tate Blvd. SE \(Basement Multipurpose Room\), Hickory NC 28602](#)

If you have questions regarding the forum, please contact your [Account Specialist](#). Handouts from previous forums are available on the [Provider Forums](#) page.

Information Technology Service Desk Changes

Beginning October 3, 2016, the Partners' Information Technology Service Desk will be changing the way it accepts service requests. The Service Desk will no longer accept service requests via email. If you need assistance with AlphaMCS/IT issues, logins, or requesting third party billing agreements, please call 704-842-6431 during the hours of 8 a.m.-5 p.m., Monday-Friday.

Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins and its website, www.partnersbhm.org. If you have any questions regarding this Bulletin, please reference the subject contact, contact your provider specialist, or email questions@partnersbhm.org.

On-Site Visits by Partners' Leadership

At the August 26, 2016 Provider Council Meeting, Paul Caldwell, Partners' Chief Community Relations Officer shared that Partners' Executive Leadership Team members would be conducting on-site visits with providers. The purpose of the visits is to allow the Executive Leadership Team members opportunities to see the work of the organizations that make up Partners Provider Network.

As this process begins, the providers who participated in the August Provider Council will be the first to experience these visits. Over the next few weeks, providers will be visited by Partners ELT members, who may contact you to schedule the visit or may drop in as they are in the area. Please know this is not an additional layer of formal monitoring, as the ELT members are simply wanting to visit and become more knowledgeable about your services, your needs, and your relationship with Partners.

If you have questions regarding these visits, please contact your [Account Specialist](#).

Innovations Services Rate Changes

Effective November 1, 2016, Innovations Day Support Individual and Group will be billed at an hourly unit. Consumers must receive a minimum of 15 minutes of direct support from the provider for the hourly rate to be billed. Rates are as follows:

T2021	Day Supports Individual	Hourly	\$24.72	11/1/2016
T2021 HQ	Day Supports Group	Hourly	\$16.04	11/1/2016
T2027	Developmental Day	Hourly	\$23.84	11/1/2016

Please reference [Provider Communication Bulletin #60](#) for additional Innovations Service Rate Changes.

Relative/Legal Guardian as Direct Support Employee (RADSE) Changes

The implementation of the NC Innovations Waiver Technical Amendment on November 1, 2016 changes some items related to the Relative/Legal Guardian as Direct Support Employee (RADSE) process.

Partners will offer free Relative/Legal Guardian as Direct Support Employee (RADSE) **provider training on October 4, 2016** to review the changes to the RADSE policy/process initiated by implementation of the NC Innovations Waiver Amendment. Visit the [Event Calendar](#) for more details. **Providers are reminded that beginning November 1, Community Living and Support is the only waiver service that may be provided by a relative or legal guardian residing in the member's home.**

RASDE submissions on or after November 1:

For requested effective dates or renewal dates **November 1, 2016 and later**, the following applies. The new guidelines, and forms noted take the place of the previous RADSE Applications Part A, Part B and Part C. The Partners RADSE provider webpage (<http://providers.partnersbhm.org/relative-direct-support-employee/>) contain the new RADSE forms and application.

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For requests of 40 hours or less per week:

- Providers no longer have to receive approval from Partners for these requests, however, providers must report the employment of the Relative/Legal Guardian through the RADSE process.
- This applies to new hires and existing relatives/legal guardians.
- Report each Relative/Legal Guardian by completing the [RASDE Reporting Form](#). Submit the completed form to RADSE@partnersbhm.org.

For requests of 41 to 56 hours per week:

Complete the new Consolidated [RADSE Application](#). This form must be completed for new hires and existing relatives/legal guardians requesting 41-56 hours per week. Providers should:

- Complete the form electronically,
- Print a hard-copy original.
- Obtain original signatures.
- Mail the application to:
Partners Behavioral Health Management
Attn: Provider Network
901 S. New Hope Rd.
Gastonia NC 28054

For questions, please contact Larry Holcombe at lhcolcombe@partnersbhm.org.

A maximum of 56 hours may be approved in exceptional situations. This is the total number of hours that one relative or legal guardian may provide, regardless of the number of members residing in the home. Relatives or legal guardians who were approved and providing more than 56 hours of services on December 31, 2015 may be grandfathered to provide the amount of services that they were approved to provide as of December 31, 2015, as long as all of the following apply:

- the member continues to choose the relative or legal guardian as their staff member,
- there are no health or safety issues and
- the member is not isolated from his/her community.

Please Note:

- Providers may not request an increase over 56 hours per week, or over the grandfathered amount.
- Under RADSE, a relative is specifically defined as individuals related by blood or marriage to the waiver beneficiary. The relative must live in the waiver beneficiary's home and cannot be a biological or adoptive parent of a minor child, a stepparent of a minor child or the spouse of the waiver beneficiary. (Appendix C-2, item e, <https://www2.ncdhhs.gov/ncinnovations>: The "Application for a §1915(c) Home and Community-Based Services Waiver")
- Per the NC Innovations Waiver, it is recommended that a relative/legal guardian residing in the home of the member provide no more than 40 hours per week of service to the member.
- The Relative as Provider policy applies to relatives providing services to members in the members' homes. It does not apply to licensed and unlicensed facilities (group homes or AFLs), as these settings are provider-operated.
- Justification must be provided regarding the reason why there is no other qualified provider to provide Community Living and Support. In addition, an assurance of provider choice and an assurance that the member will not be isolated from his/her community must be provided.
- Non-compliance with the RADSE policy or process may place the provider agency at risk of a potential payback.

NC TOPPS Communication Changes

Effective September 28, 2016 there will be a change in communication processes regarding NCTOPPS:

- Please direct all of your questions related to NC TOPPS to our new email address: NCTOPPSQuestions@partnersbhm.org.
- Please confirm the name and contact information of your current NC TOPPS Super User with your Provider Account Specialist. It is very important for Partners to have current Super User information to stay in communication about any changes and to continue being supportive of your NC TOPPS requirements.
- If you have any changes in Super Users, please use the address above to notify Partners.

Utilization Management – Facility Based Crisis and Partial Hospitalization Service Authorization Requests

Currently, service authorization requests (SARs) for Facility Based Crisis (FB) and Partial Hospitalization (PH) services are requested as expedited. In a recent review of the services, *it was determined that neither of these services should be submitted as an expedited SAR*. Expedited status is reserved for these cases involving imminent risk to health and safety.

- FBC has a seven-day pass through with each episode of care. When submitting a SAR for continued stay, *do not submit* as expedited.
- PH is allowed up to two days, after admission, to submit clinical documentation. Therefore, SARs for PH *should not be submitted* as expedited.

Partners' Care Managers understand that, due to the short authorization periods, SARs for these services require a quick turn-around time and will prioritize them accordingly. If you have questions, please call the Mental Health and Substance Use Utilization Management Unit at 1-877-864-1454, ext. 2039.

Your Assistance Requested - Claims Department Survey

Partners is continuously seeking opportunities for improvement, including how we can provide better customer service to our valued network of providers. To assist us in these efforts we have recently launched a **very brief** survey to gauge provider satisfaction of interactions with our Claims Department and will be releasing one for our Provider Network Department in the very near future.

You may have already noticed a survey link in emails from our Claims Department staff or had one of the staff to provide you with the link as the result of a telephone call. This same survey process will be conducted for our Provider Network Department within the next month.

Claims Department Interaction Survey Link:

<https://www.surveymonkey.com/r/partnersbhmclaimssurvey>

Provide Network Interaction Survey Link: Under Development... stay tuned

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We request that you take a few minutes at the conclusion of your interactions with our Claims and Provider Network Departments to complete the brief survey on your satisfaction with your experience. The information you provide is very valuable to our quality improvement efforts and will help us to deliver better customer service.

We hope you will take an opportunity to fill out the survey and tell us how we are doing. As always, your assistance is greatly appreciated.

Human Rights Committee Requests Provider HRC Reports

The Human Rights Committee (HRC) of the Partners Board of Directors is interested in reviewing your provider agency HRC minutes and reports to identify needs your agency may have, such as recruiting members or identifying topics for annual trainings. We know your Human Rights Committee members are doing a good job of assisting your agency in monitoring all activities about rights, interventions, incidents, etc.

Providers are asked to submit minutes, rosters, and reports to humanrightscommittee@partnersbhm.org. (Please note that the IRIS Quarterly email address is no longer active.) If your agency has not sent an annual report or the last quarter's meeting minutes, or you have questions, please send them to humanrightscommittee@partnersbhm.org by October 16, 2016.

Quarterly Provider Incident Reports

As of July 1, 2016, Partners **no longer** requires submission of the Quarterly Provider Incident Report (QM 11). All providers are expected to continue to track Level One incidents internally, and have documentation available for review when requested.

Partners has submitted a request to the Department of Health and Human Services (DHHS) to waive this requirement for all of our network providers. If your agency would like to opt out of this request, please contact your Provider Account Specialist. If you have further questions or concerns please contact Kim Maguire at kmaguire@partnersbhm.org or call 704-884-2504.

Top Five Medicaid Claim Denials—August 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
No contract exists or rate set up yet.	Refer to your contract and call MCO if any questions.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Concurrent service has already been approved. Cannot bill another one.	Confirm the service previously sent is correct. If not, send a reversal or replacement claim.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

As always, if you have questions about claims submission, please email claims_department@partnersbhm.org or call 1-877-864-1454, ext. 6486.

Provider Operations Manual Update

The Provider Operations Manual is *your* resource for detailed information about working with Partners. It also includes operational guidelines and procedures that providers must know to operate successfully within the Partners' Network.

An updated version of the Partners' Provider Operations Manual is available on the Provider Knowledge Base at <http://providers.partnersbhm.org>. If you have questions regarding the content, please contact your [Account Specialist](#).



October and November Provider Training Opportunities



Partners Health Summit: Struggles of Opioid Addiction

This one-day educational summit is especially for family members impacted by opioid addiction or substance use disorders, local law enforcement, elected officials, high school counselors and principals, and faith-based groups, principally those who live or work in Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry and Yadkin Counties.

Details

Date: October 14, 2016

Time: 8:30 a.m. to 2:30 p.m.

Place: Hickory Metro Convention Center, 1960 13th Avenue Drive SE, Hickory, NC 28602

Admission: Free

Registration is required. [Register Online](#)

Providers and advocacy groups are also welcome to showcase their resources and services at no charge in our Vendor Area. [Click here](#) to Request a Vendor Table.

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Relative as a Direct Support Employee Training

October 4, 2016 from 1:00 p.m.-3:00 p.m.

Live from Gastonia with video conference to Hickory and Elkin.

Registration is required. Please click on the regional office where you will attend to register.

[Register for Elkin](#)

[Register for Gastonia](#)

[Register for Hickory](#)

This is a training for any provider employing Relatives as Direct Support Employees (RADSEs). At the end of training, participants should understand:

- The new RADSE policy and process
- Have an increased knowledge of the process
- Be able to explain the process to employees (relatives)

Person Centered Thinking (PCT)

October 5 and 6, 2016. 9-4:30 pm

Training will be held in Hickory – registration is required. [Register Here](#)

Person Centered Thinking training serves as a foundation and philosophical framework for everyone who is involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion, wherein the participants acquire core skills in person centered thinking.

Provider Monitoring Tool Training

In Gastonia - October 11, 2016 from 1-3 p.m. – registration is required. [Register Here](#)

In Hickory - October 12, 2016 from 9:30 – 11:30 a.m. – registration is required. [Register Here](#)

This training will discuss the routine monitoring tool, the process, the post payment review, the new unlicensed tool the unlicensed AFL tool and updates to the service records manual.

Promoting Whole Person Care

October 26, 2016 from 1:30 – 3:30 p.m.

Live from Gastonia with video conference to Hickory

Registration is required. Please click on the regional office where you will attend to register.

[Register for Gastonia](#)

[Register for Hickory](#)

Learn and discuss how integration of research in neuroscience, social epidemiology, public health and the behavioral sciences create new opportunities to advance Whole Person and Value Based Care, consistent with Partners Behavioral Health Management’s mission and vision.

Learn more about:

- Current concepts related to whole person care and the continuum of comprehensive behavioral healthcare
- The disease burden of and contributors to behavioral health problems
- Advances in research that demonstrate contributors to mental health and mental illness
- Key components of a public health approach that promote better outcomes
- How the Affordable Care Act promotes whole person care
- Opportunities to apply whole person care strategies in policy, programs, and practice

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Person Centered Thinking training serves as a foundation and philosophical framework for everyone who is involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion, wherein the participants acquire core skills in person centered thinking.

Child Non-Residential Enhanced Service Definition Training

November 9, 2016, 9 a.m.

Training via Webinar – [Register Here](#)

Partners' Utilization Management Staff will review, discuss, and answer questions about the Child Non-Residential Enhanced Service Definition.

NC Clinical Coverage Policy 8C for Licensed Independent Practitioners

November 17, 2016, 9 a.m.

Training via Webinar – [Register Here](#)

Partners' Utilization Management Staff will review, discuss, and answer questions about the State's Clinical Coverage Policy 8C for Licensed Independent Practitioners.

Person Centered Planning

November 29, 2016, 9 a.m. – 4 p.m.

Training will be held in Hickory - registration is required. [Register Here](#)

Person Centered Planning (PCP) is a process designed to empower the person receiving treatment by focusing on what they want for their lives; instead of designing a plan based on resources available.

The training goals and objectives are to:

- Understand the value of good planning;
- Know how to prepare and develop document plans;
- Be able to measure progress;
- Define Medical Necessity;
- Identify what is important to, and for, the individual and family, and to use both in developing the plan; and
- Write, update and revise Person Centered Plans.

Person Centered Planning is a one-day training. Each session is limited to 35 participants. Only two participants per provider agency may attend each session.

Call For Committee Membership

Human Rights Committee: Partners' Human Rights Committee (HRC) has member openings to represent Burke, Yadkin, and Gaston counties. HRC volunteers influence the increased quality of care for individuals receiving services by ensuring their consumer rights are being upheld during treatment and recovery. For more information, or to fill out an application, see our [HRC webpage](#) or contact Kim Maguire at kmaguire@partnersbhm.org or 704-884-2504.

Consumer and Family Advocacy Committee: The Partners Consumer and Family Advocacy Committee (CFAC) is looking for members receiving services or family members to represent the following populations for the following counties:

- Mental Health: **Cleveland, Yadkin, Surry**
- Substance Use: **Lincoln, Burke, Surry**
- Intellectual/Developmental Disabilities: **Gaston**

CFAC members make a real difference by directly impacting the policies and treatments for citizens in our communities. For more information, or to fill out an application, see our [CFAC webpage](#).

In Case you Missed It

Enhanced Rate for Trauma Focused Cognitive Behavior Therapy (TF CBT): Effective October 1, 2016, Partners' credentialed clinicians rostered by [North Carolina Child Treatment Program](#) (NC CTP) for Trauma Focused Cognitive Behavior Therapy (TF CBT) will be eligible to bill an enhanced rate for this service. Providers should submit a [Request for Nomination Form](#) to add the new service code for the site from which the NC CTP rostered clinician will be working. New service codes and rates are as listed in the below table.

Service - Z1 modifier for each	Current Rate	New Rate
90837 Z1 - Psychotherapy - 60 Minutes	\$ 94.74	\$ 125.00
90846 Z1- FAMILY THERAPY WITHOUT PATIENT	\$ 54.17	\$ 84.42
90847 Z1- FAMILY THERAPY WITH PATIENT	\$ 67.28	\$ 97.53

If you have questions, please contact your [Account Specialist](#) for further information.

Alerts and LME/MCO Joint Communication Bulletins

Provider Alerts are sent to all providers subscribed through Constant Contact for "Information for Providers" and "All Partners' Communications." Published alerts are available on the Provider Knowledge Base at <http://providers.partnersbhm.org/provider-alert-archive/>.

All **LME-MCO Joint Communication Bulletins** can be found at <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

Bulletins issued since the last Provider Bulletin:

- J214 - TCLI Staffing Performance Measure Clarification for LME-MCO Monthly Report
- J215 - Suspending the Requirements of Joint Communication Bulletin #J209

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- J216 - 2016-2017 National Core Indicators
- J217 - Psychiatric Mental Health Nurse Practitioner Sunset Provision
- J218 - "Incident to" Billing for Mid-Level Providers

Providers are encouraged to review the monthly *NC Division of Medical Assistance Medicaid Bulletin*. Bulletins are posted at <http://dma.ncdhhs.gov/document/2016-medicaid-bulletins-and-index>.

Announcements and Resources

NC DHHS is hosting the following trainings in Gastonia. All trainings will be held at Partners, 901 S. New Hope Rd., Gastonia NC 28054. For more information about NC DHHS trainings, please contact Lisa DeCiantis, lisa.deciantis@dhhs.nc.gov.

- **Mental Health/Substance Use 101** – October 17, 2016 from 1:00 – 4:00 p.m. To learn more, go to <https://www.eventbrite.com/e/mental-healthsubstance-use-101-tickets-26548754038>
- **Crisis Response** – October 18, 2016 from 1:00 – 4:00 p.m. To learn more, go to <https://www.eventbrite.com/e/crisis-response-training-tickets-26548854338>
- **Critical Time Intervention Training** - October 19-20, 2016, Time: 8:30 a.m.-4:00 p.m. To learn more, go to <http://www.eventbrite.com/e/critical-time-intervention-tickets-25952619985>

National Association of Social Workers – North Carolina Chapter will be hosting its 2016 Fall Conference November 18-19 in Asheville NC . Visit www.naswenc.org for details.

NC Mental Health First Aid and Youth Mental Health First Aid Instructor Trainings are being conducted around the state. DHHS is pleased to sponsor the upcoming Mental Health First Aid [instructor training sessions](#). If you, or someone you know, is interested in becoming an Adult or Youth Mental Health First Aid Instructor in North Carolina, [please see the application for more information](#).

The Brain Injury Association’s Conference: The Brain Injury Association has a conference scheduled for Friday, October 28 at the Wake Med Andrews Center in Raleigh. During this one-day conference, several professionals will be able to shed new ideas on how to successfully serve people with Brain Injuries. The conference is targeted for health care professionals and students. Please don't miss the opportunity to **attend** or **share** the conference information with interested colleagues. To learn more, visit <http://www.bianc.net/events/2016-annual-traumatic-brain-injury-conference>.

NC Council 2016 Conference & Exhibition: This year’s NC Council Conference and Exhibition will be held Dec. 7-9, 2016 in Pinehurst, NC with pre-conference offerings on December 6.

In the next phase of Medicaid transformation, NC will open its doors to commercial management for Medicaid healthcare services. All segments of the Medicaid service system are expected to move toward whole person care, become performance based, demonstrate positive outcomes, and offer collaborative care. Now is the time to prepare to meet these requirements and challenges. To review ALL the conference sessions click on the [conference brochure](#). [Register Online](#) by November 1 to get early bird rates.